The Basics of Unemployment Insurance (UI) Claims Management

Presented by
Unemployment Insurance Technical
Subcommittee



Introduction to UI

Agenda

- What Is Unemployment Insurance?
- Ul Claims Process
- UI Forms
- Eligibility
- Questions and Answers

What Is UI?

Provides weekly UI payments to those who suffer loss of work through no fault of their own.

Available to:

- Former employees
- □ Part-time employees
- □ Intermittent, substitute employees

Individuals apply online at www.edd.ca.gov or by phone at 1-800-300-5616.

Claims Management Handbook

Claims Management Handbook for School Employers, DE 3450SEF

www.edd.ca.gov/pdf_pub_ctr/de3450sef.pdf

An excellent, comprehensive UI instructional manual produced by the Employment Development Department in conjunction with the UI Technical Subcommittee.

Employer's Responsibility

Issue EDD pamphlet For Your Benefit – California's Programs for the Unemployed, DE 2320, when an employee is:

- Discharged
- Laid-off
- Placed on a leave of absence

To view or order pamphlets at no cost, go to www.edd.ca.gov/forms/. Under "Search," select the form number criteria and enter DE 2320.

UI Benefit Amounts

Determined by claimant's earnings

- Weekly Benefit Amount:
 - Maximum \$450
 - Minimum \$40
- Duration:
 - 12 26 weeks.
 - During periods of high unemployment, extensions may be granted by federal or state government.

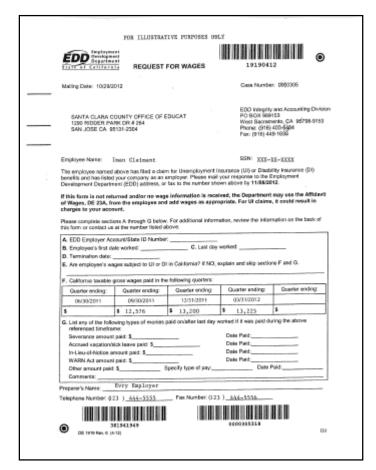
Base Period (BP)

Determines claimant's weekly benefit amount and employer's liability.

Base Period						Claim Begins			
Oct Nov Dec	Jan Feb Mar	Apr May June	July Aug Sept		Jan Feb Mar				
	Jan Feb Mar	Apr May June	July Aug Sept	Oct Nov Dec		April May June			
		Apr May June	July Aug Sept	Oct Nov Dec	Jan Feb Mar		July Aug Sept		
			July Aug Sept	Oct Nov Dec	Jan Feb Mar	April May June		Oct Nov Dec	

Alternate Base Period (ABP)

- ✓ If not qualified under standard BP, may qualify under ABP.
- ✓ ABP includes wages from the four most recently completed calendar quarters.
- ✓ Complete a Request for Wages, DE 1919, within 10 days and return to the EDD.



Notice of Unemployment Insurance Claim Filed, DE 1101C/Z

Notifies last employer that a claim has been filed or reopened.

EMPLOYMENT DEVELOPMENT DEPARTMENT #0490 1350 FRONT ST SAN DIEGO, CA 92101-3617



THIS NOTICE WAS MAILED TO THE EMPLOYER/ADDRESS LISTED BELOW ON: 06/13/16

MILPITAS UNIFIED SCHOOL DISTRICT 1290 RIDDER PARK DRIVE, MC 264 SAN JOSE, CA 95131-2304

NEW CLAIM Additional Claim: X

EDD Phone Number: 1-800-300-5616

1-800-815-9387 TTY (nonvoice)

IMPORTANT: NOTICE OF UNEMPLOYMENT INSURANCE CLAIM FILED

This is a notice that a claim for Unemployment Insurance benefits has been filed. Forward it immediately to persons within nization who are responsible for handling claims. The time limit for replying is 10 days from the mail date shown above Failure to respond may result in an increase Employment Tax Rate.

The claimant provided us with the following information and listed you as his/her last employer

Claimant's Name: NOAH COMPRENDE Effective Date of Claim: 6/5/2016

Social Security Number: 555-44-3210 Last Date Worked: 5/24/2016

Is not legally entitled to work in U.S.

be used in determining the claimant's eligibility

reasonable assurance of performing services in the next season

If you are a school employer, also turnish information if the claimant has a contract for or reasonable assurance of returning to work.
 Important: Make your response as complete as possible; these facts will

Reason for Separation: ON CALL

I. EXPLANATION AND INSTRUCTIONS FOR EMPLOYERS

You have received this form because the individual shown above has filed a claim unemployment insurance benefits and has listed you as his/he most recent employer prior to filing this claim. No reply is required if the claimant was laid off due to lack of work and no other eligibility issue has been identified. For detailed information on employer responsibilities in the unemployment insurance program, our DE 44, California Employer's Guide is available upon request.

II. REPORTING FACTS - Respond in writing by completing Sections A, B, C on the reverse of this form.

- Voluntarily quit
- Left work because of a trade dispute.
- Is working on a fulltime basis, or has earnings payable over \$25.99, covering any time on or after the effective date of

- Was discharged or fired for reasons other than lack of work.
 Performed services as a sports or athletic participate and has
- Is receiving a pension based on his/her prior work.
- this claim as shown on the reverse side of this form. Is not able to work, available for, or seeking work.
- An EDD representative may contact you for further eligibility information. If a representative is unable to reach you, he/she may leave a message for you to return the telephone call. If after 48 hours no response has been received, the Department is required to make an eligibility decision

IIL TIME LIMITS FOR REPLYING

Submit facts in writing to the field office shown at the top of this form with 10 days of the mail date shown above. If your mailing is late explain your reasons for delay as the time limit may be extended only for good cause. You may reply on this form in the space provided in Section IV, on additional sheets as needed, or by separate letter. Always include your State Employer Account Number and include the claimann's Social Security number as it appears on the claim and in your payroll records.

If you submit facts in a timely manner, a determination will be issued concerning the claimant's eligibility. In addition, if facts are submitted in guarding a quit or discharge, a ruling will be issued advising an employer with a reserve account as to whether his/her account will be subject to changes resulting from benefits paid. To obtain a ruling on any prior quit or discharge involving this claimant, you must furnish facts within 10

> ADDITIONAL INFORMATION ON EMPLOYER RESPONSIBILITIES IS SHOWN ON THE REVERSE Mail your response to the EDD office shown in the above upper left-hand corner.

DE 1101CZ Rev. 7 (12-15)

CII

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Notice of Unemployment Insurance Claim Filed, DE 1101C/Z

- Mailed to designated address of record:
 - School district
 - Claims administrator
- Report any potential issues of eligibility:
 - Quit without good cause/terminated for misconduct.
 - Reasonable assurance to return to work.
 - Declined work or not available.
 - Working/wages.

Only 10 days to respond!

Employer False Statements

Misrepresentation or omission of facts pertaining to separations and reasonable assurance.

- Financial penalty of 2-10 times claimant's weekly benefit amount (maximum of \$4,500).
- "Willful" means you should have known.

Notice of Determination, DE 1080

✓ Notifies employers of the EDD's decision.

✓ Appeal within 30 days of date mailed.

SAN JOSE P.O. BOX 49004 SAN JOSE, CA 95161-9004



NOTICE OF DETERMINATION

DATE MAILED 03/2/12 BENEFIT YEAR BEGAN 02/19/12

MILPITAS SCHOOL DISTRICT 14 1290 RIDDER PARK DRIVE, MC 264 SAN JOSE CA 95131

EDD TELEPHONE NUMBERS: ENGLISH (800) 300-5616 SPANISH (800) 326-8937 CANTONESE (800) 547-3506 VIETNAMESE (800) 547-2058 OUTSIDE CA (800) 250-3913

CONCERNING THE UNEMPLOYMENT INSURANCE CLAIM OF

N. COMPRENDE SSN 123-34-5678

YOU PROVIDED DEFORMATION REGARDING THE ELIGIBLITY OF THE CLAIMANT NAMED ABOVE UNDER CALIFORNIA UNEMPLOYMENT DISURANCE CODE SECTION 1253 AND SECTION 1235C. WE HAVE CONSIDERED ALL OF THE AVAILABLE FACTS AND REACHED THE CONCLUSION STATED BELOW. PLEASE DO NOT RESURBITTHE SAME ELIGIBLITY DEFORMATION IN REPLY TO ANY FUTURE CLAIMS NOTICES. THIS DECISION IS FINAL UNLESS MODIFIED, RECONSIDERED, OR APPEALED. WE HAVE INFORMED THE CLAIMANT OF THE FOLLOWING RESULTS.

"YOU ARE NOT ELIGIBLE TO RECEIVE BENEFITS UNDER CALIFORNIA UNEMPLOYMENT INSURANCE CODE SECTION 1253.3 BEGINNING 02//19/12 AND ENDING 02/25/12 (01 WEEK)."

"YOU HAVE REASONABLE ASSURANCE OF RETURNING TO WORK WITH MILRITAS., SCHOOL DISTRICT IMMEDIATELY FOLLOWING THE VACATION OR HOLIDAY RECESS PERIOD. AFTER CONSIDERING AVAILABLE INFORMATION, THE DEPARTMENT FINDS YOU DO NOT MEET THE LOGAL REQUIREMENTS FOR BENEFIT PAYMENTS ON WAGES EARNED WITH A SCHOOL EMPLOYER. "YOU ARE ELIGIBLE FOR REDEPTIF PAYMENTS BASED ON WAGES YOU EARNED IN NONSCHOOL EMPLOYMENT IF YOU MEET ALL OTHER ELIGIBILITY REQUIREMENTS."

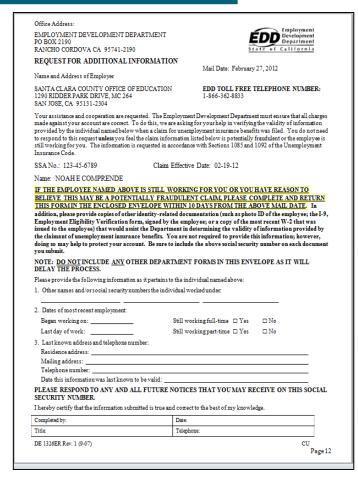
Notice of Wages Used for Unemployment Insurance (UI) Claim, DE 1545R

- ✓ Notifies base period employer of wages used and liability.
- ✓ Issued when first payment is made.
 - Verify employment.
 - Verify wages.
 - Report eligibility issues.
 - 15 days to respond.



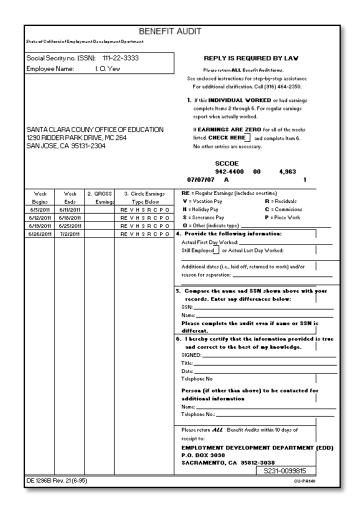
Request for Additional Information, DE 1326ER

- ✓ Checks for possible identity issues.
- ✓ Respond within 10 days from date mailed.



Benefit Audit, DE 1296B

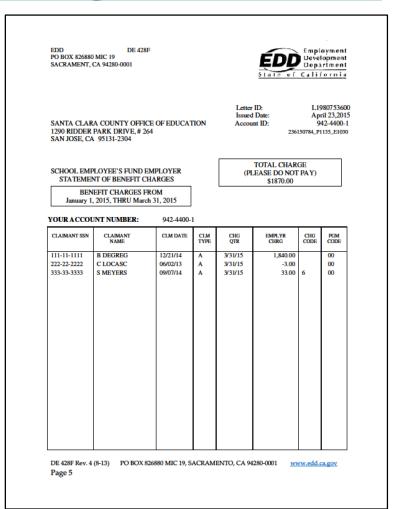
- ✓ Determines if there is an overlap in wages earned and UI benefits paid.
- ✓ Report weekly wages when earned, not paid.
- ✓ Respond within 10 days from date mailed.



School Employee's Fund Employer Statement of Benefit Charges, DE 428F

Notifies employer of benefits paid to employees.

- ✓ Verify claimants are current or former employees.
- ✓ Protest any errors.



Job Refusals

Claimants must accept suitable work or show good cause for refusal.

- ✓ Report all refusals of work.
- ✓ Document date job offered.
- ✓ Document date of assignment.
- ✓ Document reason given for refusal.

Availability

Claimants must be able and available for suitable work.

- ✓ Report any restrictions (e.g., hours, days of week, assignments, medical)
- ✓ Report any dates unable to work (e.g., illness, personal business, vacation)

This issue is often raised in connection with a separation or a job refusal.

Wages

Wages earned are deducted from UI benefits.

- Report all dates worked since effective date of claim.
- ✓ Report wages when earned, not paid.
- ✓ Wages must be reported on a weekly basis.

Questions and Answers



The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.